

THE HANDBOOK

Find out how
to get the most
out of the
PRODIGY® service.



PRODIGY® Service Keyboard Template

F1 [HELP]
F3 [VIEWPATHSM]
F4 [PATHSM]

F5 [GUIDESM]
F6 [JUMPSM]
F7 [INDEX]

F8 [FIND]
F9 [MENU]
F10 [REVIEW]



The Handbook

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Welcome to the PRODIGY[®] Interactive Personal Service

In a few minutes you will see your personal computer become a window to an incredible world of information, services and products like nothing you've ever seen or experienced. You'll see hundreds of things to do and places to go, all right at your fingertips. Read about items of interest. Go shopping. Do your banking. Write to a friend. The possibilities are almost endless. And they're waiting for you on the PRODIGY service.

The Handbook is Your Guide to the PRODIGY Service

Section 1. Installation — shows you how easy it is to sign on to the PRODIGY service, using the PRODIGY[®] software included in your Start-up Kit.

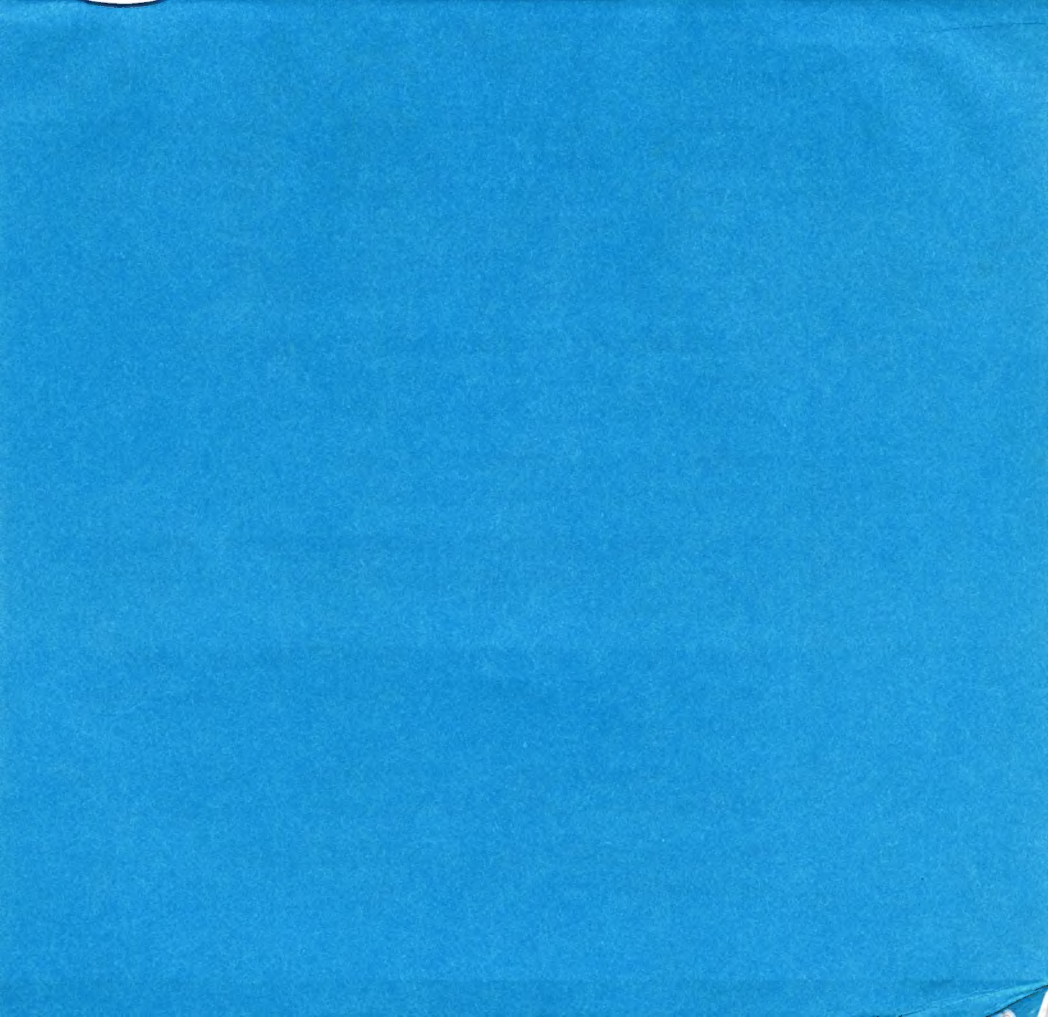
Section 2. Becoming Familiar with the PRODIGY Service — explains how to get around on the service, and takes you on a guided tour.

Section 3. Getting the Most from the PRODIGY Service — lets you see the service through the eyes of typical members, and learn how you too can get the most from the service.

Section 4. Troubleshooting / Asking for Help / Frequently Asked Questions — is filled with helpful information about the PRODIGY service, should you need it.

Section 5. Advanced Topics — takes you inside the PRODIGY service for a look at how your computer and the PRODIGY software work together.

We're delighted that you've joined us, and look forward to seeing you soon on the PRODIGY service.



1.

Installation

*You are only minutes away from the
PRODIGY[®] interactive personal service.*

Introduction to Installation

You'll be enjoying the PRODIGY® service in no time. First we'll quickly review the equipment you'll need to join and use the service.

We'll show you how to select the appropriate installation method for the PRODIGY® software. You can modify how the software is installed, to best fit your personal needs and preferences.

You'll be guided through our new member enrollment (which can include up to five additional members of your household). Then you're on your way to learning how the PRODIGY service can make life easier and more entertaining.

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Hardware and Software Review

Here's a list of things you'll need to use the PRODIGY service, along with a few things you'll want to know:

Personal Computer

- IBM® PC, XT™, AT®, PS/2® family of products, Tandy® 1000 Series, Tandy 3000 Series, or fully compatible computer
- At least 512K of random-access memory (RAM)
(If you have questions, see *RAM Considerations*, page 14 of this section.)

Disk Drives

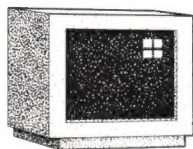
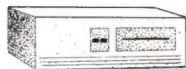
- At least one 5 1/4" disk drive
 - ▶ Or ◀
- At least one 3 1/2" disk drive
 - ▶ Or ◀
- Hard drive with at least 700K available, and a 5 1/4" or 3 1/2" disk drive

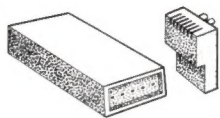
DOS – Disk Operating System

- MS-DOS® or PC-DOS, Version 2.0 or higher
(DOS 4.0 or higher see *DOS Considerations*, page 13 of this section.)

Monitor and Graphics Adapter

- Monochrome or color monitor
- VGA, MCGA, EGA, CGA, Hercules™ or compatible graphics adapter
(CGA graphics adapter with color monitor displays the service in black and white.)





Modem

- Hayes® or compatible, 1200 or 2400 bps
(Internal or external modem, connected to your computer and phone line.)

Communications Port

- Where the modem connects to your computer. Referred to as COM1, COM2, etc. (The install program will ask for this information only if it can't identify your modem during installation of the PRODIGY software.)

Modular Phone Jack and Phone Line

- Tone or pulse phone line
(Tone “beeps,” pulse “clicks” as you dial.)

Optional Equipment

Printer

- Parallel printer connected to the port LPT1 or LPT2

Mouse

- Serial or bus mouse
(The mouse must be assigned to a different port from the modem.)

Good to Know

You don't need to know the inner workings of your computer system to install the PRODIGY software. Our install program will do its best to find what it needs for you. However, if you should have questions about your system configuration, consult the user manuals that came with your computer and modem.

Guide to Installation

The configuration of your computer determines the installation instructions to use to install the PRODIGY software. Identify the installation type for your computer with the chart below.

Your Configuration		PRODIGY Software Installation	
Floppy(s) Only	Drive "A" 5 1/4" / 360K	Two Personal Disks	Page 4
	Drive "A" All Others	One Personal Disk	Page 5

Your Configuration			PRODIGY Software Installation	
Hard Drive	640K RAM (or more)		Hard Drive	Page 6
	512K RAM	Memory - Resident Programs (See page 13) ► And / Or ◀ DOS 4*	Start From Floppy / Run on Hard Drive	Page 7
	512K RAM	All Others	Hard Drive	Page 6

*DOS 4

If you do not use memory-resident programs and have installed DOS 4.0 or higher using the *minimum* option (instead of *balanced* or *maximum*), use *Hard Drive Installation*, page 6.

Before You Begin:

- Check to make sure your modem is connected to the phone line.
- Check to make sure your modem is connected to your computer.
- Check that the modem is plugged in and turned on (if it has its own plug/power switch).

Floppy Disk Installation

Two Personal Disks

You will need:

- One blank disk (with a label) for Drive A.
- One blank disk (with a label) for your highest capacity drive (or Drive A if you have only one drive).
- DOS disk (containing the **format** command).
- The *Installation Disk(s)* included in your Start-up Kit.

Formatting Your Personal Floppy Disks

Write "Personal Disk A" and "Personal Disk B" on your blank disk labels.

Format "Personal Disk A"

1. Put your DOS disk into Drive A and start your computer.
2. At the DOS prompt type: **format a:/s** and press [RETURN].
Insert your "Personal Disk A" into Drive A as instructed.
When asked "Format another?" select **(N)**o.

Format "Personal Disk B" (One Floppy Drive Only)

1. Put your DOS disk back into Drive A.
2. At the DOS prompt type: **format a:** and press [RETURN].
Insert your "Personal Disk B" into Drive A as instructed.
When asked "Format another?" select **(N)**o.

(Note: Do not add **"/s"** to the DOS **format** command when formatting "Personal Disk B.")

Format “Personal Disk B” (Two or More Floppy Drives)

If your drives are of different capacities, choose the highest capacity drive for “Personal Disk B.”

1. Put your DOS disk back into Drive A.
2. At the DOS prompt type: **format** followed by the letter of the drive into which you will be inserting “Personal Disk B” (example for Drive B, type: **format b:**) and press [RETURN].
Insert your “Personal Disk B” into the drive as instructed.
When asked “Format another?” select (N)o.

(Note: Do not add “/s” to the DOS **format** command when formatting “Personal Disk B.”)

Installing the PRODIGY Software

Insert *Installation Disk 1* into Drive A

- At the DOS (A>) prompt, type: **install** and press [RETURN]. Follow the instructions on the screen. If you have a question, press [F1] for Help.

Good to Know

A list of good things to know is provided at the bottom of the next page.

You’re on your way to the PRODIGY service — Go to *Signing On*, page 9.



Floppy Disk Installation

One Personal Disk

You will need:

- One blank disk (with a label) for Drive A.
- DOS disk (containing the **format** command).
- The *Installation Disk(s)* included in your Start-up Kit.

Formatting Your Personal Floppy Disk

1. Write "Personal Disk A" on your blank disk label.
2. Put your DOS disk into Drive A and start your computer.
3. At the DOS prompt type: **format a:/s** and press [RETURN].
Insert your "Personal Disk A" into Drive A as instructed.
When asked "Format another?" select **(N)**o.

Installing the PRODIGY Software

Insert *Installation Disk 1* into Drive A

- At the DOS (A>) prompt, type: **install** and press [RETURN]. Follow the instructions on the screen. If you have a question, press [F1] for Help.

You're on your way to the PRODIGY service — Go to *Signing On*, page 9.



Good to Know

- Installing the PRODIGY software to RAM or “virtual” disks is not recommended.
- If you have a mouse, it will work with the PRODIGY service as long as its software (mouse driver) is loaded prior to running the PRODIGY software.
- To adjust how the PRODIGY software responds to your mouse, or if your mouse doesn’t work, see *Using a Mouse* on page 11 of this section.
- To install a mouse driver on “Personal Disk A,” see page 12.
- Higher resolution graphics drivers (EGA and VGA) require slightly more time to display. If you prefer maximum performance (over enhanced graphic resolution), reinstall and select a lower resolution display type.
- For information on assigning a modem to COM3 or COM4, see page 12.
- To change graphics adapters or modify graphic resolution, you will need to run the install program again. This will not affect items saved for you by the service such as electronic mail. Before reinstalling, note your PRODIGY service access phone numbers and network symbols.
- If you’ve made modifications to system parameters (such as those in CONFIG.SM), you will need to make them again after reinstallation. You may want to save or note your changes.
- If you encounter problems while installing, see *Troubleshooting: Installation*, in *Section 4*, page 1.

Hard Drive Installation

You will need:

- 700K (716,800 bytes free) of hard drive space.
(To check, use the DOS **dir** command.)
- The *Installation Disk(s)* included in your Start-up Kit.

You can install the PRODIGY software from any floppy disk drive on your computer system (for example, Drive A, Drive B, etc.). If you have a 3 1/2" drive, installation will be more convenient since you won't need to swap disks.

Installing the PRODIGY Software

Insert *Installation Disk 1* into a Disk Drive

- Change the DOS prompt to that floppy drive letter and type: **install**
For example, type **a:** and press [RETURN].
Then type: **install** and press [RETURN]. Follow the instructions on the screen. If you have a question, press [F1] for Help.

You're on your way to the PRODIGY service — Go to *Signing On*, page 9.



Good to Know

- Installing the PRODIGY software to RAM or "virtual" disks is not recommended.
- The PRODIGY software is installed in a PRODIGY sub-directory. The PRODIGY.BAT file is placed in the root directory.

- The PRODIGY software can be installed on any hard drive with sufficient space available (for example, Drive C, D, etc.). The install program will recommend a drive.
- If you have a mouse, it will work with the PRODIGY service as long as its software (mouse driver) is loaded prior to running the PRODIGY software.
- To adjust how the PRODIGY software responds to your mouse, or if your mouse doesn't work, see *Using a Mouse* on page 11 of this section.
- Higher resolution graphics drivers (EGA and VGA) require slightly more time to display. If you prefer maximum performance (over enhanced graphic resolution), reinstall and select a lower resolution display type.
- For information on assigning a modem to COM3 or COM4, see page 12.
- If you encounter problems getting the install program to start on your computer, try rebooting from a DOS floppy disk and then proceed to install.
- To change graphics adapters or modify graphic resolution, you will need to run the install program again. This will not affect items saved for you by the service such as electronic mail. Before reinstalling, note your PRODIGY service access phone numbers and network symbols.
- If you encounter problems while installing, see *Troubleshooting: Installation*, in *Section 4*, page 1.

Start from Floppy/Run on Hard Drive Installation

You will need:

- One blank disk (with a label) for Drive A.
- DOS disk (containing the **format** command).
- 700K (716,800 bytes free) of hard drive space.
(To check, use the DOS **dir** command.)
- The *Installation Disk(s)* included in your Start-up Kit.

The Start from Floppy/Run on Hard Drive installation technique allows you to load the disk operating system (DOS) needed to run your computer without loading the memory-resident or TSR programs that otherwise load automatically when you start your computer.

Who are Prime Candidates for Start from Floppy/Run on Hard Drive Installation?

- Members who want to take advantage of the speed of their hard drive, but consistently experience problems with memory-resident (or TSR) programs when trying to install or run the PRODIGY software.
- Members who, because of the system configuration identified during the installation process, were referred here by the install program.

Formatting Your “Personal Disk A”

1. Write “Personal Disk A” on your blank disk label.
2. Put your DOS disk into Drive A and start your computer.
3. At the DOS prompt type: **format a:/s** and press [RETURN].
Insert your “Personal Disk A” into Drive A as instructed.
When asked “Format another?” select **(N)**o.

Installing the PRODIGY Software

You can install the PRODIGY software from any floppy disk drive on your computer system (for example, Drive A, Drive B, etc.). If you have a 3 1/2" drive, installation will be more convenient since you won't need to swap disks.

Insert *Installation Disk 1* into a Disk Drive

- Change the DOS prompt to that floppy drive letter and type: **install**
For example, type **a:** and press [RETURN].
Then type: **install** and press [RETURN].

Proceed to “CONTINUE. All correct.”

- **Select INSTALL TO DISK(S)** — The install program will give you the opportunity to change or see alternative settings for items it identifies in your system. When it does, select the option INSTALL TO DISK(S).
- **Select HARD DISK** — The install program will ask you to choose which drive the PRODIGY software will reside on. When it does, select HARD DISK.
- **Select FLOPPY DISK** — The install program will then ask you to choose which disk type you would like to start from. When it does, select FLOPPY DISK. Then follow the remaining instructions on the screen. If you have a question, press [F1] for Help.

Good to Know

A list of good things to know is provided on the next page.

You're on your way to the PRODIGY service — Go to *Signing On*, page 9.





Good to Know

- Installing the PRODIGY software to RAM or “virtual” disks is not recommended.
- The PRODIGY software is installed in a PRODIGY sub-directory. The PRODIGY.BAT file is placed in the root directory.
- The PRODIGY software can be installed on any hard drive with sufficient space available (for example, Drive C, D, etc.). The install program will recommend a drive.
- If you have a mouse, it will work with the PRODIGY service as long as its software (mouse driver) is loaded prior to running the PRODIGY software.
- To adjust how the PRODIGY software responds to your mouse, or if your mouse doesn’t work, see *Using a Mouse* on page 11 of this section.
- To install a mouse driver on “Personal Disk A,” see page 12.
- Higher resolution graphics drivers (EGA and VGA) require slightly more time to display. If you prefer maximum performance (over enhanced graphic resolution), reinstall and select a lower resolution display type.
- For information on assigning a modem to COM3 or COM4, see page 12.
- To change graphics adapters or modify graphic resolution, you will need to run the install program again. This will not affect items saved for you by the service such as electronic mail. Before reinstalling, note your PRODIGY service access phone numbers and network symbols.

- If you've made modifications to system parameters (such as those in CONFIG.SM), you will need to make them again after reinstallation. You may want to save or note your changes.
- If you encounter problems while installing, see *Troubleshooting: Installation*, in *Section 4*, page 1.

Signing On

Step 1. Gather Your PRODIGY Service Start-up Information *Locate a Primary and Alternate Phone Number for the PRODIGY Service*

 PRODIGY ® Interactive Personal Service	
Type your ID and press [RETURN], then Type your Password and press [RETURN]	
ID:	PASSWORD:
> SET-UP	

The *Phone Book* is included in your Start-up Kit. Follow the instructions in the *Phone Book* to select your primary and alternate numbers, including the network symbol (either Q or Y). The alternate number is optional for signing on to the PRODIGY service.

If no phone number near you is listed, call 1-800-284-5933 and select the option for phone information. If you want updated phone information when you're on the service, [JUMPSM]: **about prodigy** (see *Section 2* for how to use [JUMP]).

Use the PRODIGY Service ID Included in Your Start-up Kit

This ID is your household's "address" on the PRODIGY service. Think of the first four letters and two numbers (example: **ABCD12**) as your street name and house number. The last letter (always an **A**) indicates that you are the membership holder (the first member of your household to enroll in the PRODIGY service). Up to five additional household members can also become PRODIGY service members (using B, C, D, E and F) all sharing one membership.

Use Your Temporary PRODIGY Service Password

Your temporary password is also on your ID/password form. This password is the key to your PRODIGY service address that lets you enter the service the first time. The service will instruct you to "change the locks" by creating your own password. *Your new password should be kept strictly confidential.*

Step 2. Start the PRODIGY Software

“I Start from a Hard Drive”

- At the DOS prompt, type: **prodigy** and press [RETURN].
(Example C:\> **prodigy**)

“I Start from ‘Personal Disk A’”

- Start your computer with “Personal Disk A” in Drive A.
- At the DOS (A>) prompt, type: **prodigy** and press [RETURN].

Step 3. Enter the Information Requested

- Enter your ID and press [RETURN].
- Enter your temporary password and press [RETURN].
(For security, passwords are displayed as ***** as you type them.)
- Enter the primary and alternate phone numbers and their network symbols and press [RETURN]. (Entering an alternate phone number is optional.)

Good to Know

- More information on entering your primary and alternate phone numbers is provided on the next page.
- You can use AUTOLOGON to simplify signing on. See page 11 for details.



Let the Computer and Modem Do the Dialing

Remember, your computer and modem are placing a phone call for you. Enter *only* the numbers you'd dial if you were placing the call yourself. Enter *all* the numbers you'd dial if you were placing the call yourself.

Actual access numbers are listed in the *Phone Book*.

(The phone number shown is used for illustration only): **(444) 555-1234**

Type of Call

Enter

Local Call	5551234
Long Distance (same area code)	15551234
Long Distance (outside of area code)	14445551234
Where "9" is Required for Outside Line	9,5551234
(Commas create pauses to wait for a second dial tone)	

Call Waiting — If you have Call Waiting on your phone service and do not want your PRODIGY service sessions interrupted by incoming calls, you can temporarily disable the Call Waiting feature in most phone service areas. Try adding ***70**, before the phone number. For example, enter: ***70,5551234**. Consult your local phone company for more information.

Good to Know

- Phone numbers, network symbols, as well as phone line and modem information can be easily changed by selecting SET-UP from the Sign-On screen.
- Keep your PRODIGY service ID near your computer (until you know it by heart).
- Keep your password confidential.

Changing Your Password – The Key to the Security of Your PRODIGY Service ID

The password provided in your Start-up Kit only works the first time you sign on to the PRODIGY service. The service will ask you to create a new password for future use. Creating a unique password of your own is like changing the locks on the door to your personal PRODIGY service ID – *you* are the only one who can access the service with your unique ID and password combination. You'll see how to change your password again in *Section 4*, page 11.

When you see the PRODIGY® HIGHLIGHTS screen, go to *Section 2, Becoming Familiar with the PRODIGY Service* for a guided tour on getting around.

Additional Conveniences for Running the PRODIGY Service

AUTOLOGON

The AUTOLOGON feature simplifies signing on by allowing you to skip the step of typing your PRODIGY service ID and password, or just skip the step of typing your service ID (you still enter your password).

To Activate AUTOLOGON:

- Sign on to the PRODIGY service.
- [JUMP]: **autologon** (see *Section 2* for how to use [JUMP]).
- Follow the instructions provided on the screen to bypass entering your PRODIGY service ID and password (Option 1), or ID only (Option 2) on *this* computer. To use AUTOLOGON with *another* computer, repeat the process when signed on from that computer.

To Use AUTOLOGON:

- Instead of typing: **prodigy** to access the service, type: **prodigy (nickname)**. For example, if the nickname you selected is tom, type: **prodigy tom**.
A Tip: there can be only one **tom** per computer (all members of your household can use AUTOLOGON as long as each nickname is unique).

To Change or Cancel AUTOLOGON:

- Sign on to the PRODIGY service.
- [JUMP]: **autologon**
- Follow the instructions provided on the screen to change or switch off AUTOLOGON for future PRODIGY service sessions.

Important - Please note that by including both your ID and password (Option 1) you remove a level of security from your access to the service. Anyone who obtains your AUTOLOGON nickname file can use your credit card, other personal information, private electronic

mail, and any other feature of the service associated with your ID. Prodigy Services Company cannot prevent or be responsible for such abuses. If you wish to maintain the level of security provided by your password, use Option 2.

Using a Mouse

A mouse will work with the PRODIGY service as long as the mouse driver is loaded prior to running the PRODIGY software, it is the only device assigned to a particular com port (such as COM1), and there is enough random-access memory (RAM) for both the mouse and PRODIGY software to operate.

If you have problems getting your mouse to work, check the port address it is assigned to (see your mouse owner manual). See *RAM Considerations* on page 14. If you're running from floppy disks, see *Installing a Mouse Driver on Your "Personal Disk A"* on page 12.

MOUSETOOL

MOUSETOOL lets you modify the speed of your mouse when you use the PRODIGY service. It's easy to use and you can use it as often as you like.

To Activate MOUSETOOL:

- Sign on to the PRODIGY service.
- [JUMP]: **mousetool** (see *Section 2* for how to use [JUMP]).
- Follow the instructions on the screen to adjust mouse sensitivity.

Good to Know

MOUSETOOL adjustments affect the speed of your mouse only while you are signed on to the PRODIGY service and only on the computer you are using.

Installing a Mouse Driver on Your “Personal Disk A”

If you are running from floppy disks, you will need to copy the mouse software to your “Personal Disk A” after you have installed the PRODIGY software. Consult your mouse user manual to determine its type, port and the correct name of the mouse driver.

If Your Mouse Runs from MOUSE.COM or MOUSE.EXE

- Copy the file that runs the mouse (example: MOUSE.EXE or something similar) to your “Personal Disk A.”
- Add the line: **mouse** (the mouse file name above) to the AUTOEXEC.BAT file on your “Personal Disk A.”
(See your DOS manual for help copying files or editing the AUTOEXEC.BAT file.)

If Your Mouse Loads From CONFIG.SYS

- Copy the file that loads the mouse (something similar to MOUSE.SYS) to your “Personal Disk A.”
- Add the line: **device=mouse.sys** (the mouse file name above) to the CONFIG.SYS file on your “Personal Disk A.”
(See your DOS manual for help copying files or editing the CONFIG.SYS file.)

If there is insufficient disk space, call Membership Services for alternate installation instructions. See *Section 4*, page 7.

Good to Know

- Your mouse must be the only device assigned to a specific port (such as COM1). If your mouse doesn’t work, see *RAM Considerations*, page 14.
- To adjust the performance characteristics of your mouse, see *MOUSETOOL* on page 11.

Assigning Your Modem to COM3 or COM4

The PRODIGY software supports modems assigned to COM3 or COM4.

If You Have Not Installed the PRODIGY Software

Run the install program. If you know the IRQ and port address for your modem, select OTHER when asked for COM port. Otherwise, select COM1 and continue to install the software.

Once You Have Installed the PRODIGY Software

Start the PRODIGY software, [TAB] to SET-UP on the PRODIGY service Sign-On screen and press [RETURN]. Follow the instructions to change the COM port to COM3 or COM4. If you have questions, press [F1] for help.

If You Cannot Connect to the PRODIGY Service - Consult your modem or serial port manuals for the proper IRQ and port address settings. If they are different from those shown below, while in SET-UP select OTHER. You will be prompted for the IRQ and port address.

The PRODIGY software uses the most common assignments for the IRQ and port address:

COM3: Address - **03E8**, IRQ - **4** COM4: Address - **02E8**, IRQ - **3**

If you still cannot connect to the PRODIGY service, proceed to *Asking for Help, Communications Checklist, Section 4*, page 7.

DOS Considerations

The PRODIGY software runs with MS-DOS or PC-DOS, Version 2.0 or higher. To check the DOS version on your computer, use the DOS **ver** command.

DOS Version 4.0 or Higher, Especially With 512K of RAM – MS-DOS and PC-DOS Version 4.0 use more RAM than previous DOS versions. If you encounter difficulties when installing the PRODIGY software or running the service with this version of DOS, the following is recommended:

- Do not run the PRODIGY service from a DOS shell (such as programs that allow you to choose other programs to run from a menu).
- Do not load other memory-resident (TSR) programs when using the PRODIGY service.
- If you continue to have difficulties, install the PRODIGY software as a “Personal Disk A” Member. Use the installation procedures on page 7 to run from a hard drive, or pages 4 or 5 to run from floppy drives only.
- If you installed DOS 4.0 or higher using the *balanced* or *maximum* option, install the PRODIGY software using the *Start from Floppy/Run on Hard Drive Installation* on page 7, or the *Floppy Disk Installation for Two Personal Disks* or *One Personal Disk* on pages 4 and 5.

A Note for Members Who Use DOS 4.0 or Higher, a Mouse and a 720K Floppy Drive – This particular configuration will not fit on a single floppy disk. Call Membership Services for alternate installation instructions. See *Section 4*, page 7.

A Note for Members Who Use DOS 4.0 or Higher and Only 360K Disk Drives – This combination of DOS version and disk drives is not supported.

Memory-Resident Programs

(Including Terminate and Stay Resident – TSR Programs)

Some types of memory-resident programs (or Terminate and Stay Resident programs) load into memory automatically when you start your computer. Others stay in memory, without your knowledge, after you leave another program.

The PRODIGY service requires 512K of random-access memory (RAM) because most of the “computing” that’s done while you’re enjoying a PRODIGY service session actually takes place on your computer. Too many TSR programs loaded at once may not leave enough room for the PRODIGY software to run. Other types of TSR programs may cause a RAM conflict. Why?

Using the PRODIGY service with too many TSR programs running is like trying to fit too many people into a small car — there simply isn’t room for everyone. What’s more, a RAM conflict can result when two or more programs decide it should be “my turn to drive.” How will you recognize a TSR problem? The PRODIGY software will send you an OUT OF MEMORY message, or “freeze” unexpectedly during a session. (For more information about TSR programs, see *Section 5*, page 7.)

The solution: If you have a problem and suspect TSR programs, check to make sure that your computer has enough RAM available (see *RAM Considerations* on page 14). If the problem continues, see the *Start from Floppy/Run on Hard Drive* installation technique on page 7 of this section.

RAM Considerations

The PRODIGY software requires approximately 440,000 bytes of available RAM after DOS and any memory-resident (TSR) programs are loaded. To see how much RAM you have available after starting your computer, use the DOS **chkdsk** command (see your DOS manual for instructions).

Factors that can result in insufficient RAM to run the PRODIGY software include:

- DOS 4.0 or higher installed with the *balanced* or *maximum* option, particularly with 512K RAM systems
(Reinstall as a "Personal Disk A" Member, see page 7, *Start from Floppy/Run on Hard Drive*, or *Floppy Disk Installation* on pages 4 or 5.)
- Higher resolution screen drivers
(Reinstall using a lower resolution screen driver.)
- Exceptionally large mouse drivers
(You may not be able to use your mouse with the PRODIGY software. Try reinstalling using a lower resolution screen driver.)
- Pressing [PRINT SCREEN] or using the DOS **print** command prior to running the PRODIGY software (this loads a program that stays resident in RAM).

Port Conflicts

When two devices (such as a modem, mouse or printer) compete for the same port (such as COM1), something's not going to work. If a device assigned to a port isn't properly identified by the install program or fails to respond when you attempt to use the PRODIGY service, suspect a port conflict.

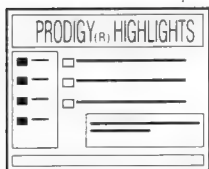
The solution: Assign only one device per port. If the problem continues see *Troubleshooting: Installation*, in *Section 4*, page 1, and consult your hardware user manuals.

2.

Becoming Familiar

A quick "Test Drive" for new PRODIGY® service members (including guided tours on getting around).

Take a Guided Tour of the PRODIGY® Service



Welcome to the *Becoming Familiar* section of *The Handbook*. To get the most out of this section, you'll want to be signed on to the PRODIGY service (if you aren't already) and be at the PRODIGY® HIGHLIGHTS screen that greets you. If this is the first time you've signed on to the service, **NEW MAIL** will be highlighted by a flashing box (known as the "cursor"). We'll show you how to open your mail in a few minutes.

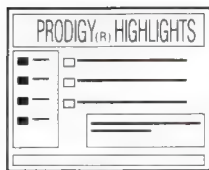
For now, relax and enjoy your tour.

How to Use this Section

Just as the PRODIGY service is interactive, so is this section of *The Handbook*. Follow along as you actually use the service to learn to get around. When you see [TRY IT YOURSELF ►](#), it's your turn to take control and try the PRODIGY service features using the instructions provided. It's that easy.

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Screen Navigating Basics

Highlighting and Selecting What You Want

You navigate around the PRODIGY service by selecting an item on the screen. To select an item, you move the cursor (blinking box) onto it so that it's highlighted and press [RETURN] (the [ENTER] key on some keyboards).

To Select with a Mouse — Position the mouse pointer over your choice. Click once to highlight it, and click again to select.

Moving the Cursor Around the Screen

The [TAB] Key — moves you forward or to the next field on your screen.

TRY IT YOURSELF

Press [TAB] to move ahead through this screen. Continue pressing [TAB] until the cursor is flashing on [MENU].

[SHIFT/TAB] — together moves you backward on the screen.

TRY IT YOURSELF

Hold down the [SHIFT] key while pressing [TAB] to move back to the point on the screen where you started.

The Arrow Keys — move you up and down within columns on the screen, and left and right in rows (such as in fields where you enter information).

TRY IT YOURSELF

Move around the screen using the arrow keys. Notice that if you try to move past the bottom of the screen, the cursor returns to the top of the screen.

[HOME] and [END] Keys — take you to the top left and bottom right of the main part of your screen.

TRY IT YOURSELF

Press [HOME] to go to the top left. Press [END] to go to the bottom right.

Ready ... Aim ... Select

There are also several ways to highlight items on your screen by pressing one key.

By the Numbers – Menu items shown with numbers can be highlighted for selection directly by typing that number on your keyboard.

TRY IT YOURSELF

Press: [1]. Press: [2]. Press: [3].

First Letter Commands – Items displayed such as [MENU], [PATH], [JUMP], [HELP], [EXIT], as well as a few others you'll see a little later, can be highlighted simply by typing the **first** letter of the word.

TRY IT YOURSELF

Press: [M] for [MENU]. Press: [P] for [PATH]. Press: [H] for [HELP].

Make Your Selection – Once the item of your choice is highlighted, selecting it is as easy as pressing [RETURN].

TRY IT YOURSELF

With the cursor on [HELP], press [RETURN]. You've just opened your first Screen Help window. Almost every PRODIGY service screen has one, so help is never far away. Read the message, then press the [ESC] key (or [RETURN]) when finished.

Get There Fast with Function Keys – Your function keys (such as [F1]) immediately select the command shown on the keyboard template provided.

TRY IT YOURSELF

Press [F6] to open the JUMPwindowSM. Press [ESC] when finished.

Which Selection Methods are Best? – The ones that work best for *you*. Experiment. Try them all (or combinations). You'll discover the methods that are right for you.

You Have Your Own Staff of PRODIGY Service Assistants

Meet [MENU], [PATH] and [JUMP] along the Command Bar

[MENU], [PATH] and [JUMP] work together to become your personal tour guide, librarian, administrative assistant, handyman and chauffeur. They're always close by and at your command, located on the Command Bar.

[JUMP] For Fast and Easy Service – [JUMP] is the fastest way to go anywhere on the PRODIGY service. It's also the easiest way to begin doing many of the things you'll want to do regularly as a PRODIGY service member.

Try It Yourself

To open the JUMPwindow, select [JUMP] – Press [J] and [RETURN] or press [F6] or click your mouse. Notice that your cursor is blinking in the JUMPwordSM field. Wonder what it's for? Press [?] (the question mark key) and see.

This is Field Help. It's just like the Screen Help you saw earlier, except that you can view it by pressing [?] anytime you have a question about a field. Press [ESC] to close the Help window.

You'll be learning a lot more about JUMPwords and how to use them in a little while.

Now press [TAB] to move to the lower part of the JUMPwindow.

NEXT	BACK	MENU	PATH	JUMP	ACTION	HELP	EXIT
------	------	------	------	------	--------	------	------

Meet the Behind-the-Scenes Members of Your Support Staff

Type JUMPword :

or select command :

FIND	REVIEW
GUIDE	VIEWPATH
INDEX	
ZIP	>READ MAIL
TOOLS	>HIGHLIGHTS
UNDO	>ADS >[ESC]

These are the hard-working PRODIGY service support commands that are behind you every time you use the service. They're an important part of the JUMPwindow and they're always there when you need them.

You'll be seeing a lot of them on our tour of the PRODIGY service that follows. We thought we'd let them tell you about themselves, using the Command Help that's available for any command on the service.

TRY IT YOURSELF

Beginning with [FIND], highlight each command in the JUMPwindow and press [?]. Read the information provided and then press [ESC] to close the Help window. A little later, during our guided tour, you'll see how these commands work (and work and work).

The On-Call Staff — There are several PRODIGY service commands that only appear as needed. That's why you'll see an occasional blank box in the JUMPwindow (and in the Command Bar at the bottom of your screen). But when needed, they're there. We'll get acquainted with them on our tour.

Get to Know JUMPwindow Commands on a First-Letter Basis — Even though these commands are behind the scenes, you can call on them (those without the > symbol in front) by typing the first letter and pressing [RETURN] from most PRODIGY service screens.

TRY IT YOURSELF

Press [ESC] to close the JUMPwindow. Now, press [F] for [FIND]. Notice how the JUMPwindow opens with [FIND] already highlighted. Press [ESC] when finished.

Let's Go for a "Test Drive"



▶ Starting Point

(We'll Pick Up [MENU] and [PATH] on Our Way)

Here's How the "Test Drive" Works — We're going to show you a variety of ways to move around the PRODIGY service and how to use the support staff that you've just met. But we'd also like you to have the opportunity to enjoy the view along the way. To tell when to drive and when to enjoy the view, just look for these signs:

Do: Signals what you do, such as select [HELP], or press [?].

View: Is our opportunity to explain how the service responds to your instructions.

If you are not at the PRODIGY® HIGHLIGHTS screen:

Do: Open your JUMPwindow (select [JUMP]). Select HIGHLIGHTS.

View: This is the first screen that welcomes you to the PRODIGY service.

About the PRODIGY HIGHLIGHTS Screen

The HIGHLIGHTS screen is like the front cover of a magazine. It provides an up-to-date view of new and exciting things that are happening around the world and on the PRODIGY service. It's always filled with the latest news and information. And it also highlights timely offerings and a host of featured goods and services, brought together exclusively for PRODIGY service members.

The Basics of PRODIGY Service Screens

Let's Go Check the News

Do: From the PRODIGY HIGHLIGHTS menu, select the first news story. (This will be at the top of your screen.)

View: The top of the screen is called the "header." It's there to remind you which feature you're using.

Directly below it is the news story you came to read. But this is no ordinary newspaper. This screen, like most other PRODIGY service screens, is linked to a variety of features from which to choose.

Items that appear with a number (1, 2, 3, etc.) can be selected. Notice the line of text at the end of the story that ends with [NEXT]. This is how you know that there is "more to come." Check the lower left corner of your screen along the Command Bar. [NEXT] has been activated to let you go to the items that follow.

Do: Select [NEXT] – [TAB] to it, press [N] and [RETURN] or click your mouse.

View: [NEXT] is one of the "On Call" commands we talked about earlier. It's there only when you need it. [BACK] is a similar "On Call" command that takes you back to previous screens of information.

You can use [Page Down] for [NEXT], and [Page Up] for [BACK] if you have these keys.

[LOOK] – These Advertisements Come to Life

By now you've noticed the messages appearing near the bottom of your screen. They preview the goods and services available, and showcase new PRODIGY service features.

But these advertisements are like nothing you've ever seen. Unlike other advertisements, these are *interactive*. When you [LOOK], you can do many things, from placing an order, to requesting a brochure, to taking part in a customer survey. Even send an electronic message directly to many advertisers and merchants.

Let's take a [LOOK] at how they work, and then [ZIP] right back to the news.

Do: Select [LOOK] — Press [L], then press [RETURN].

View: You're now in the section offering goods, services and information for this advertisement. Getting around is identical to the rest of the PRODIGY service. For now, let's [ZIP] back to the news. (If this advertisement interests you, we'll show you an easy way to come back shortly.)

[ZIP] – The Command That ZIPS You Back

Do: Press [Z] for [ZIP].

View: The JUMPwindow opens with [ZIP] highlighted.

Do: Press [RETURN] and you're back where you started. Fast and easy. [ZIP] works anytime after you have used [LOOK] and want to return to where you were on the service.

You can repeat
or return to our
test drive at
any "PRODIGY
HIGHLIGHTS
Starting Point."

ADS – Catch the Ones that Get Away

Don't worry if an advertisement appears and goes away before you have a chance to [LOOK]. **ADS** takes you to AD REVIEW, where you can review and [LOOK] into ads displayed recently during your PRODIGY service session.

Do: Open the JUMPwindow.

View: The JUMPwindow opens with the cursor in the JUMPword field.

Do: [TAB] to **ADS** and press [RETURN] — or use your arrow keys or mouse.

View: Read the instructions for using AD REVIEW.

Do: Select **PREVIOUS AD** and **NEXT AD**.

View: Pick an ad to review (maybe there are some you wanted to [LOOK] at earlier).

Do: Select [LOOK] — press [L] to make it easy.

View: You can now look through the ad you've selected at your leisure. Let's go back and [LOOK] into another.

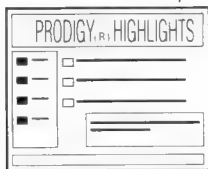
Do: Press [Z] for [ZIP].

View: The JUMPwindow opens with [ZIP] highlighted.

Do: Press [RETURN] to select [ZIP] and you're back to AD REVIEW.

View: Try it as often as you want. When you're done (even if you've ventured off):

Do: Select [JUMP], then select **HIGHLIGHTS** to take you back to where you began.



Starting Point

Using [GUIDE]

An Easy Way to Browse the PRODIGY Service

Now it's time for a sightseeing tour of the service. [GUIDE] will be your host. [GUIDE] organizes the features of the service into convenient GUIDE windows. You select areas of interest and [GUIDE] takes you there. It's a great way to stroll around and discover things to do on the PRODIGY service. With [GUIDE] always nearby, you'll never be lost.

[GUIDE] is one of the Behind-the-Scenes commands in the JUMPwindow.

Do: Press [G] to open the JUMPwindow and press [RETURN] to select [GUIDE]. (Or you can press [F5].)

View: [GUIDE] gives you a bird's-eye view of major areas on the PRODIGY service. If you highlight your choice, [GUIDE] will take you there.

Do: Select **News & Features**.

View: [GUIDE] opens a window that brings into view all of the news and features categories on the service. Let's take a look at the weather.

Do: Select **Weather**.

View: This next window brings together all of the weather-related features on the service. Let's pick **Weather Menu**.

Do: Select **Weather Menu**.

View: [GUIDE] provides a list of weather information from Accu-Weather.

Do: Select **Weather Map**.

View: How's the weather out there? Notice [MENU] on the Command Bar? This is where we'd like to introduce you to the [MENU] command, since [MENU] and [GUIDE] work closely together to help you get around without getting lost.

Meet [MENU]

As a rule, [MENU] takes you back to the previous menu (a menu is where you selected a numbered item). If you get to a particular screen by stepping through a number of other menu choices, selecting [MENU] takes you back to where you started, one screen at a time. You can think of it as marking where you've been so that you can easily find your way back.

Once you're back, using [MENU] takes you to the GUIDE windows.

Do: From the WEATHER MAP, press [M] to select [MENU] and press [RETURN]. (Or you can press [F9].)

View: You return to the **Weather Menu**. When you select [MENU] again (you're at the first menu in this series), you'll return to the GUIDE windows that brought you here.

Do: Select [MENU] again to return to the GUIDE windows.

Using [MENU] and [GUIDE] as Road Maps — If you're ever unsure of where you are on the PRODIGY service, use [MENU] to back yourself out one step at a time. Or select [GUIDE] to see where you are within the service.

How to Use [GUIDE] When You Want More of What You See — You can use [GUIDE] when exploring areas of interest to you to find related items. Select [GUIDE] and then simply select the item of your choice.

A Word About Leaving Your Windows Open — If you have windows open on your screen (as you did going to the Weather Map), you may be unable to select choices along the Command Bar as well as commands in the JUMPwindow. If your computer beeps when you try to use these commands, close the windows.

Do: Press [ESC] until all windows are closed on your screen.

Let's Take Time Now for a Little [REVIEW]

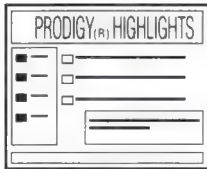
What was the name of that feature you saw just before you went on our tour with [GUIDE]? Do you remember? [REVIEW] will. [REVIEW] is another of those useful commands that travels with you in the JUMPwindow, jotting down where you've been. Can't remember where you've been? Remember [REVIEW].

Do: Press [R] to select [REVIEW] and press [RETURN].
(Or you can press [F10].)

View: See where you've been and go back to anything you'd like to see again.

Do: Let's go back to **HIGHLIGHTS**. Simply select it and you're there.

You can repeat
or return to our
test drive at
any "PRODIGY
HIGHLIGHTS
Starting Point."



▶ Starting Point

Using [FIND]

Got a Favorite Topic? We Know Where to [FIND] It

[FIND] is like having your own personal librarian, right in the JUMPwindow as you travel around the service. You pick the topic and [FIND] brings you a list of the latest information about it – whether it's news, features, reference or even goods and services you can purchase. But [FIND] doesn't stop there. [FIND] will take you directly to all of the items on your FINDlist.

Do: Press [F] to select [FIND] and press [RETURN].
(Or you can press [F8].)

View: Take a minute to learn about [FIND], following the instructions on the screen.

Let's Give It a Try

Since you have an interest in computing, let's [FIND] software.

Do: Type: **software** in the space provided and press [RETURN].

View: You've created your first FINDlist, neatly arranged by the type of information. If you were to select an item, [FIND] would take you there. If more than one screen of information was found, [NEXT] appears.

If this wasn't what you wanted, you'd simply [FIND] again. And you can print your FINDlist, too. Turn the page and we'll have some fun with [FIND].

Pick an Item ... Any Item

Go ahead, select *any* item of interest from this FINDlist

Do: Highlight your choice and press [RETURN] to select it.

View: Off you go to the item of your choice. When you're ready, we'll bring you back to your FINDlist.

Do: Select [MENU].

View: This brings you right back to your FINDlist, where you could then select an additional item.

Do: Select [MENU] again.

View: This brings you back to the first screen. Notice **Prior FINDlist** at the bottom of your screen? This tells you that your FINDlist is still there waiting for you to select another item.

This FINDlist will travel with you throughout your session. You can use it again by selecting [FIND] in your JUMPwindow or pressing [F8] and selecting **Prior FINDlist**.

Using WORD LIST

This feature of [FIND] lets you see a list of words available for use with [FIND].

Do: Select **Prior FINDlist**. Then select **WORD LIST**.

View: You now have a list of all available items beginning with "software."
If you selected any item on this list, a new FINDlist would be created for it.

Do: Press [ESC] to close the window. Then select [MENU].

You can repeat
or return to our
test drive at
any "PRODIGY
HIGHLIGHTS
Starting Point."

More [FIND] Techniques

There are a number of features of [FIND] and WORD LIST that make them exceptionally useful, especially when you'll know what you want when you FIND it.

The "Just Give Me a Clue" Technique

Give [FIND] a word (or even a part of it). Then watch it become a FINDlist.

Do: Type: **hardw** in the space provided and press [RETURN].
Answer **Yes** when asked if you'd like to see the closest FINDwords.

View: [FIND] displays available words that most closely match the word you entered. This technique is very helpful when you're looking for a hammer ... instead of a hard drive.

Do: Press [ESC] to close the window.

The "It's Gotta Be in There Somewhere" Approach

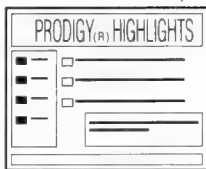
This WORD LIST technique provides an index of words to use to create FINDlists.

Do: Select **WORD LIST**. Use [NEXT] and [BACK] to scan the list.

View: You can browse the list until what's on your mind appears, then select it. This is also great for discovering areas to explore or locating products or services to purchase on the PRODIGY service.

Do: Press [ESC] when finished moving forward and backward through the list.

Do: Open the JUMPwindow and select **HIGHLIGHTS**. Next we'll learn to [JUMP].



▶ Starting Point

When to [JUMP]. Where to [FIND].

If you know where you want to go, use [JUMP].

If you know what you want, but don't know where it is, use [FIND].

Using [JUMP] and JUMPwords

When You Know What You Want, and Want to Get There Fast

[JUMP] is like having the fastest chauffeur in town. It's the quickest and easiest way to get exactly where you want to go on the service. To tell [JUMP] where you want to go, you use JUMPwords (the *JUMPword Listings* booklet is included in your Start-up Kit).

Let's Give It a Try

Do: Open the JUMPwindow and type: **about prodigy** and press [RETURN].

View: Congratulations. You're now at a feature called **About the PRODIGY Service**. This is a great place to know about, especially while you're getting familiar with using the service. You can either take a few minutes now to learn about the PRODIGY service or [JUMP] back here later. When you're finished, press [ESC] to close the window.

Would you like to know the route that [JUMP] took to get you here, and see if there are similar areas of interest?

Do: Select [GUIDE] from the JUMPwindow and press [RETURN].

View: This is a helpful way to remember where to find areas and activities that interest you.

Do: (Don't forget to close the windows.)

You can repeat
or return to our
test drive at
any "PRODIGY
HIGHLIGHTS
Starting Point."

Using [INDEX]

What if you're not sure how to spell a JUMPword, or misspell a JUMPword, or type only part of a JUMPword? [INDEX] has the answer. Imagine that you've been JUMPing around the PRODIGY service and decide it's time to catch up with a few online friends. The JUMPword for the place you want to go is **communication**. Watch as [INDEX] takes "shorthand." Try this:

Do: Go to the JUMPword field, type: **comm** and press [RETURN].

When asked, "Would you like to see the closest JUMPwords?" select **YES**.

View: [INDEX] brings you a list of similar JUMPwords.

Do: Select **COMMUNICATION**.

View: This is where you manage your personal PRODIGY service mailbox. Take a minute to see **Tips For Newcomers**. The **Member List** is where you can add your name so that PRODIGY service members around the country can easily find your service ID and send you messages.

Also use [INDEX] to find and print all or parts of the entire JUMPword list.

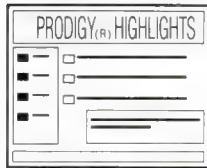
Do: Press [I] to select [INDEX] and press [RETURN].

(Or you can press [F7].)

View: Notice that you can use [NEXT] and [BACK] to browse the list or type from one to five letters of the JUMPword you're looking for in the field provided.

Do: Press the [HOME] key to go to the entry field, type: **high** and press [RETURN]. Select **HIGHLIGHTS**.

Using [PATH]



Starting Point

Pick Your Favorites and They're Always There for You

As you get to know the PRODIGY service, you'll find areas of interest that you'll like to see or things you'll want to do every time you sign on. [PATH] takes you to your favorite places.

To get you started, we created a PATHlist of areas we thought might be of interest to you. Would you like to see it?

Do: Press [V] to select [VIEWPATHSM] and press [RETURN].
(You can also press [F3] or click your mouse.)

View: This is the PATHlist of features we thought might interest you. Make a mental note of the top three items on your list, because next we're going to show you how to use your [PATH].

Do: Press [ESC] to close the windows, [P] to select PATH, then press [RETURN]. (You can also press [F4] or click your mouse.)

View: This is the first item on your PATHlist.

Do: Select [PATH] again to go to the second and third places on your PATHlist.

View: [PATH] leads the way. Even if you wander off to other areas, you can always return to your [PATH] just by selecting it.

Changing Your PATHlist

You can add, change and rearrange your PATHlist as often as you like.

Do: Select [VIEWPATH]. Then select **CHANGEPATH**.

View: Later you'll want to follow the instructions here to make your PATHlist your own. Come to this screen to add to your PATHlist or change the order – the choice is yours. And if you see a feature on the service you'd like to add to your PATHlist immediately, go right into CHANGEPATH. CHANGEPATH remembers where you were and displays it right at the top of your screen. CHANGEPATH can also take you to any feature you've added or anywhere else on your PATHlist.

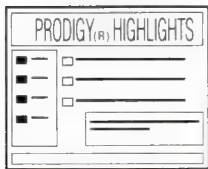
Do: Select **GO TO**, then select **PREVIOUS LOCATION**.

Taking a Shortcut on Your PATHlist

[VIEWPATH] is also handy for selecting items from your PATHlist, in any order you choose. Go back and see something again. Skip ahead. It's totally up to you.

Do: Select [VIEWPATH] and then select any item on your PATHlist.

You can repeat
or return to our
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HIGHLIGHTS
Starting Point."



Starting Point

Using [TOOLS]

The Handyman of the PRODIGY Service

Now that you've had a chance to tour the service, we'd like to show you how to share the fun with other members of your household.

[TOOLS] is like a PRODIGY service handyman who travels around in the JUMPwindow. It offers many features with which you'll want to become acquainted.

Do: Press [T] to select [TOOLS] and press [RETURN].

View: This is where you come to add up to five other household members, enter credit card information so that you can make purchases on the service without having to enter the information each time, change your password and personal information, and do other "housekeeping" on the service.

Take a little time to explore all of the [TOOLS] that are here to help you. Just like any good hardware store, new tools are arriving all the time. And when you're finished, we'll be waiting for you in the JUMPwindow.

Do: Select [JUMP].

Using **READ MAIL**

“Is the Mail Here?”

The first time you signed on you noticed that **NEW MAIL** was highlighted. In fact (unless you’ve read it), you have **NEW MAIL** now. We’ll be going to get it soon.

If you’re ever on the service when you’re expecting a message, **READ MAIL** is right here in the **JUMP** window to serve you (if the **JUMP** window isn’t open, please open it now). You can use **READ MAIL** to check your mailbox without going to it. So the next time you want to know if you have new mail, ask **READ MAIL**.

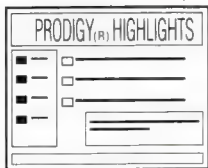
Note: If this is your first **PRODIGY** service session, please try **READ MAIL** after our tour.

Do: Select **HIGHLIGHTS**.

More Great **HIGHLIGHTS**

There’s always something **NEW** on the service. And you’ll always see it on the **PRODIGY HIGHLIGHTS** screen (or you can [**JUMP**]: **new**). You’ll also see special service categories that bring together related information such as **Computers**, **Shopping**, **Money** and **Travel**, complete with **HIGHLIGHTS** screens of their own. It’s all here for you, every day on the **PRODIGY** service.

You can repeat
or return to our
test drive at
any “**PRODIGY**
HIGHLIGHTS
Starting Point.”



Starting Point

You can repeat or return to our test drive at any "PRODIGY HIGHLIGHTS Starting Point."

Using [EXIT]

Please Don't Leave Without Saying Good-Bye

Whenever you're ready to leave the service, it's important that you use [EXIT] to say good-bye. [EXIT] does the necessary computer housekeeping that's required (between your computer and the PRODIGY service) so that you'll get back into the service as quickly as possible next time. And it also assures that your phone line and modem are disconnected properly.

[EXIT] Doesn't Have to Be the End

Do: Press [E] to select [EXIT] and press [RETURN].
(You can also [JUMP]: **exit**.)

View: Once you're at the EXIT screen you can leave the service, or you can let another member sign on.

What's even better is that you can get right back into the service the same way that you get everywhere else on the PRODIGY service, using [JUMP], the options in the JUMPwindow, [MENU] or [PATH].

(DID YOU READ YOUR MAIL?)

Do: [JUMP]: **highlights**, read your **NEW MAIL**, and enjoy the PRODIGY service.

Thanks for taking our tour. See how to get the most from the PRODIGY service in *Section 3*.

3.

Getting the Most

*How to do more than you ever
imagined – explore, go shopping,
learn, pay bills, be entertained. . .*

Getting the Most From the PRODIGY[®] Service

Now that you've had a chance to become familiar with the PRODIGY service, we thought you might enjoy the opportunity to see the service "in action."

We hear from members everywhere about how they're using the PRODIGY service in their lives each and every day. From being entertained, to getting the latest news and information, to shopping and doing their banking ... the list goes on and on.

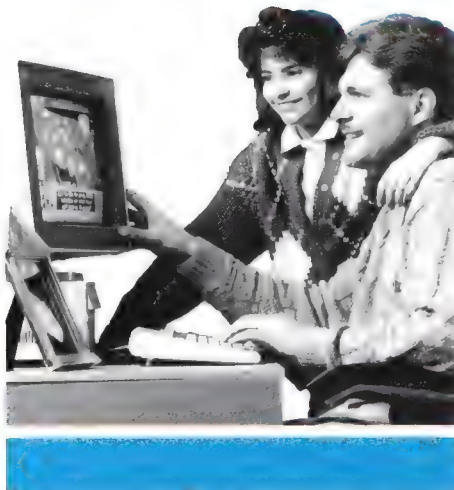
We've collected some of their experiences to create scenarios that give you an idea of how you can get the most from the PRODIGY service. The cast of characters we've created for you will let you use [JUMPSM] to follow right along with them (highlighted words are JUMPwordsSM), so you can share their PRODIGY service experiences.

Feel free to join in. Try one scenario. Try them all. You'll see how you and the members of your household can get the most from the PRODIGY service, too.

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Dad Graduates from Computing 101



Entertainment (and education) for the whole family.

It used to be that Lindsay couldn't get her Dad to use her personal computer. "I've gotten along just fine without a computer. Why start now?" he'd say.

Then one night, shortly after Lindsay had been at the **Arts Club** checking up on the latest in music, movies, videos and people, Dad happened by just as she arrived at **Computing 101**. After watching a few minutes, Dad asked, "So what's so tough about all this computing stuff, anyway? Mind if I give it a try?"

Before long, Dad was learning all about computing and conversing with friends he'd made at the **Computer Club** (PRODIGY® Bulletin Board).

He discovered Computer Highlights (**computer high**), and would frequently hang out at the **harddrivecafe**. He even bought himself a computer adventure game, online, after reading about it on the service.

Then one evening Lindsay asked if Dad could cheer on her team at their softball game the next day. Dad replied, "I'd like to, but I don't think I can."

"Why?" asked Lindsay in surprise. Dad chose the **weather map** and replied, "Looks like rain!"

She's One Very Smart Consumer

FINDing what you need.

Karen's everything you'd expect a bright young accountant to be. She has more than a little savvy when it comes to managing her personal finances. So when Karen checked **bank online** she was looking for a way to put full-service banking at her fingertips. Likewise, she'd use Money Highlights (**money high**) to get information and select services to help plan her financial future.

So how did she buy her first brand new car? First she did her homework using [FIND]. "Where can I FIND: *cars*?" she typed. Almost instantly she had the latest news, features and reference on a wide range of cars. She requested free brochures on the models that interested her.

"Where can I FIND: *finances*?" she typed. And again, she had a wealth of information from which to choose. Leasing versus buying. Recent articles and more. One question remained. "Where can I FIND: *insurance*?" To Karen's delight, she found everything she needed.

She then put it all together, and made one very smart decision.



Sarah and Sherri's Class Reunion

Making travel arrangements, and finding friends.

Sarah was delighted to learn she'd be attending a conference in San Francisco. She went to **eaasy sabre** to find the best available airfare, and booked the tickets herself (she had control of her hotel and rental car reservations, too).

And by using her **Service PLUS** online travel professional, Sarah knew she'd planned the perfect trip.

Next, Sarah used **City Guide** to learn about things to see and do in San Francisco. Wondering which clothes to pack, she checked the traveler's forecast (**trav forecast**).

Then Sarah had a thought. Hadn't her high school friend Sherri moved to San Francisco? She used the **Member List** to try to locate her. There was a member in California named Sherri Robinson. Sarah sent her a message

asking "Are you from Jackson High, class of '75?" Yes, it was her friend! Soon Sherri and Sarah were sending messages daily, planning a San Francisco weekend reunion.

After returning home, Sarah used [FIND], typing *gifts*. She browsed her FINDlist until she had an idea for the perfect gift, selected an online merchant and had the gift delivered to Sherri with a thank-you note.



Meet the CEO of a Major League Toy Company

Fun for PRODIGY service members ... of all ages.

Joey's your basic Little League guy. He enjoys spending time at **The Club** (a place for younger members) and the **FunHouseSM** feature. His list of favorite things to do includes the SmartKidsSM Quiz (**smartkids**), reading **Weekly Reader[®]** and testing his sense of humor with **Punchline**. Joey also likes to take an occasional trip to the **Art Gallery**.

But you better watch closely when this kid picks **Games To Play**.

Because it's serious business as he becomes the **CEO** of a major league toy company.

And when Joey's in control, you'd better know your book value from your bond issues or this "toy" wonder will have you bouncing on your balance sheet.



He Who Works Smart, Plays Smart, Too



Enjoy the many features on the PRODIGY service.

Meet Mike. He's "Mr. Business." He uses **Quote TrackSM** and **Company News** from Dow Jones News/Retrieval to keep a watchful eye on stocks and bonds of interest to him. He knows the stock prices before they hit the financial page. The fact is, he's on the service checking the **Business News**, **Industry News** and a wealth of financial news and information before he's had his morning coffee.

Before travelling, he goes to **about prodigy** to get the local PRODIGY service access phone numbers for the cities he's going to visit. That way he can follow the stock market with **Market Update**, trade stocks and manage his investment portfolio with **PCFN** (Personal Control Financial Network). And even when Mike's on the move, he can move money between his savings account and checking account to pay bills with home banking, from wherever he and his laptop computer happen to be.

Mike's also a sports enthusiast. The second half of his PATHlistSM looks like the sports page. He always updates his PATHlist for the sports in season – baseball, football, basketball or hockey. He follows the scores, the schedules and the standings online (and he keeps track of games while they are in progress). He keeps up on the latest sports news, and he loves sports trivia.

One day Mike discovered **NEW**, on the PRODIGY HIGHLIGHTS screen, and saw that there's an ever-changing world of things to see and do on the service. New features. New advertisers and merchants. New areas of interest to explore.

And with SCHEDULE (**service sched**), he realized how easy it is to keep up with all that's going on with the PRODIGY service.

Now Mike's always on top of the business and sports scenes, and in the know about everything that's new on the PRODIGY service, too. Is he working or is he playing? Only Mike knows for sure.

Mike's PATHlist	
QUOTE TRACK 1	BASKETBALL*
QUOTE TRACK 2	HOCKEY*
COMPANY NEWS	SCHAAP
BUSINESS NEWS	SPORTS NEWS
INDUSTRY NEWS	SPORTS GAMES
MARKET UPDATE	SELECTASPORT
PCFN	
NEW	
BASEBALL*	
FOOTBALL*	

* Sports information is provided seasonally.

How Mark and Debbie Started the “Saturday Supper Club”



Sharing the fun with friends, old and new.

Mark and Debbie had a group of friends who were always looking for something new to do. One night, while looking around in the Food & Wine Club (**food and wine**), Mark had an idea. Why not ask other PRODIGY service members for suggestions for an out-of-the-ordinary dinner party? He went to the PRODIGY Bulletin Board where he posted a bulletin to request party ideas.

That very next evening, he

returned to the Bulletin Board. The responses were coming in from everywhere! A couple in Philadelphia suggested a nostalgic potluck dinner where everyone would bring a dish that reminds them of their childhood. Someone else suggested having everyone come in '60s outfits.

And a guy in Detroit suggested **yesterhits** as a place to get a list of the top songs popular then and turning it into a “Dinner Dance.”

Then Debbie had a great idea. Since most of the couples in their group were also PRODIGY service members, why not make a mailing list and send the invitations to their PRODIGY service mailboxes (using **communication, Mailing List** and **Member List**)? She even asked for an electronic R.S.V.P.

The next thing you know, the group was planning the entire event, using the mailing list they'd created on the PRODIGY service to coordinate who was bringing what, the time, the place, the works! Debbie went to an online department store to buy a flowered table cloth and napkins. She found a serving dish she'd always wanted (at a great price) at an online specialty shop.

And as the day of the party grew near, they all shopped **grocers online** and avoided the checkout lines (they lived in an area where grocery shopping

was available). Mark used the SEARCH feature to fill his electronic "grocery cart" with breathtaking speed.

Such a great time was had by all, they dubbed themselves the "Saturday Supper Club." And now once a month, the fun begins. Whose house is next? Got any ideas for a theme? How about "A million things you can make with chocolate?" Mark asks as he uses the online **cookbook** to look for recipes that use his favorite ingredient.



4.

PRODIGY® Service Specifics

- *Troubleshooting*
- *Asking for Help*
- *Frequently Asked Questions*

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Troubleshooting: Installation

Problem

Unable to Install the Software

Action and Response

"I typed **install** at the prompt and I received the message:

Cannot load all of
screens, exiting ..."

Explanation and Remedy

You may not have enough memory (RAM). Try booting from a DOS disk. If this doesn't work, you may need to add more memory. You need at least 512K (640K would be better).

► Or ◀

If you are using backup disks, try using the original *Installation Disk(s)*.

► Or ◀

The INSTALL.DAT file located on the *Installation Disk* may be damaged. Call Membership Services to obtain a new disk. See page 7 of this section.

"I typed **install** at the prompt and my whole system froze up."

► Or ◀

"I typed **install** at the prompt, a second later the screen went blank."

The install program was unable to identify your graphics adapter.

Reboot your computer and run the install program again using this parameter:
install /v.

Troubleshooting: Installation

Problem

Unable to Install the Software

Action and Response

"I typed **install**, the Welcome screen appeared, I pressed a key, the introductory screen appeared and then one of the following happened:

My computer froze up.

► Or ◄

The drive light came on and the drive spun endlessly."

Explanation and Remedy

The install program was unable to identify your computer equipment.

Call Membership Services for assistance. See page 7 of this section.

"I typed **install**, the Welcome screen appeared, I pressed a key, the introductory screen appeared; at the bottom it said either:

Identifying your computer
setup

and then the computer froze up.

► Or ◄

Checking modem,
please wait

and then the computer froze up."

The install program was unable to identify your modem.

Reboot and run the install program again using this parameter: **install /m**.

"I typed **install**, the Welcome screen appeared, I pressed a key, the setup screen appeared but the drive I want to install to was not listed."

Call Membership Services for assistance. See page 7 of this section.

"I typed **install**, the Welcome screen appeared, I pressed a key and the setup screen appeared with none of the equipment recognized except for DOS Version."

Your *Installation Disks* do not have the correct DOS volume label. If you are using backup disks that you created, you can either label the backup disks using the DOS **label** command or recopy the disks using the **diskcopy** command.

Using the label command, type: **label**
PRODIGY#1 for backup *Installation Disk 1* and **label** **PRODIGY#2** for backup *Installation Disk 2*.

If you are using your original *Installation Disks*, call Membership Services to obtain new disks. See page 7 of this section.

Troubleshooting: Installation

Problem

Unable to Install the Software

Action and Response

"I have a hard drive but the install program did not identify it or default to it."

Explanation and Remedy

The install program checks your drive for possible problems. You may have a corrupted hard drive. Use the DOS **chkdsk** command. If you get a message "Probable non-DOS disk" or some other error message, we suggest you take steps to correct it.

To work around the problem, install again. When you see "CONTINUE. All correct" select INSTALL TO DISK(S) and follow the instructions on the screen.

"I have a floppy drive that was not identified by the install program."

You probably have a bad disk in the drive. Remove the disk and start the install program again.

"I was trying to install to a network drive, the install program recognized the drive but when it started to copy the files, I received one of the following error messages:

Drive not ready

► Or ◀

Cannot access drive

► Or ◀

some other critical error message."

You cannot install to a drive on a network.

Reinstall choosing a local drive. (One attached to your system, internal or external.)

"While I was trying to install, the install program stopped. I received an error code and number."

The install program encountered a problem. Locate the error code shown on your screen in the list on the next page and try the remedy. If the error code you received is not listed, proceed to the *Asking for Help, Install Program Checklist* on page 8 of this section.

Installation Error Codes

Error Code Number

Message and Description

Explanation and Remedy

15

FILE NOT FOUND

A file needed by the install program was not found.

If you are using backup disks that you created, you may have used the DOS **copy *.*** command. Recopy the disks using the DOS **diskcopy** command.

If you are using your original *Installation Disks*, call Membership Services to obtain new disks. See page 7 of this section.

201

INSUFFICIENT MEMORY
AVAILABLE

Your computer has less memory (RAM) available than is required to run the PRODIGY® software.

See *RAM Considerations, Section 1*, page 14. To avoid loading memory-resident programs (TSRs), see *Start from Floppy/Run on Hard Drive Installation, Section 1*, page 7.

205

CANNOT CREATE PRODIGY
DIRECTORY

The maximum number of directories allowed by DOS already exist in the root directory.

Delete or combine directories to make room for the PRODIGY directory (refer to your DOS manual for instructions).

► Or ◀

You have a file with the name PRODIGY.

► Or ◀

Rename the current PRODIGY file (or give it a unique file name extension).

303

ERROR IN FILECOPY

The destination disk (your floppy disk or hard drive) is not properly receiving files being copied to it.

If it is a floppy disk, format a new floppy disk and try again.

On hard drives, this indicates that you may have a problem with that hard drive.

304

FILECOPY OUT OF MEMORY

The install program cannot access enough RAM to install the PRODIGY software.

See *RAM Considerations, Section 1*, page 14.

305

FILECOPY CREATION ERROR

The destination disk (your floppy disk or hard drive) is not properly receiving files being copied to it.

If it is a floppy disk, format a new floppy disk and try again.

On hard drives, this indicates that you may have a problem with that hard drive.

Other Error Codes

If you receive an error code not listed, proceed to the *Asking for Help, Install Program Checklist* on page 8 of this section.

Troubleshooting: Connecting to the PRODIGY Service

Problem

Unable to
Connect to the
Service

Action and Response

"I typed **prodigy** at the prompt and the screen went blank or diagonal lines scrolled across the screen."

Explanation and Remedy

The screen driver selected manually, or by the install program, is not correct.

Reinstall, choosing a different graphics adapter from the DISPLAY TYPE screen menu. The correct adapter will depend on the capabilities of your graphics adapter and monitor.

"I entered my ID and password and pressed [RETURN]. A few seconds later a Communications Error message appeared. I checked all the possible solutions in the message and I still got the error message."

Our communications software is having difficulty connecting to the service. If the detailed instructions provided on the screen do not solve the problem, proceed to the *Asking for Help, Communications Checklist* on page 7 of this section.

Troubleshooting: Session Interruptions

Problem

**Occasional
Service
Interruption
Messages**

Action and Response

"I was on the PRODIGY service and received the message:

Your session has been interrupted.
OUT OF MEMORY CONDITION
Please try the service again.

- _____
- _____

Explanation and Remedy

The PRODIGY software requires at least 512K of memory (RAM) and runs best with at least 640K of RAM. Your session was interrupted because the PRODIGY software ran out of room to operate. Try running the service again. If you continue to have a problem, see *RAM Considerations, Section 1*, page 14.

"I received the message:

Your session has been interrupted.
Please install your software again
before you sign on to the service.

The PRODIGY service computers update the PRODIGY software on your computer during your PRODIGY service sessions. Something happened that resulted in an incomplete set of working files. Correcting the problem requires that you reinstall the PRODIGY software. This has no adverse effect on your computer.

Troubleshooting: Session Interruptions

Problem

Occasional
Service
Interruption
Messages

Action and Response

"I received the message:

Your session has been interrupted.
The service has detected a problem
and recorded it.

Explanation and Remedy

Your computer and the PRODIGY service stopped working together. If the problem is service-wide, it is automatically reported to us and we are working to correct it. Sign on to the service again. If you get this error again, avoid the problem area of the service for the rest of your session.

If the problem continues (for more than a day or two), the cause may be something unique to the configuration of your computer. See *RAM Considerations, Section 1*, page 14.

"I received the message:

Your session has been interrupted.
COMMUNICATIONS PROBLEM
Possible causes are:

- _____
- _____

There are several reasons why you may encounter this message. The *Session Error Codes* below provide more information. Sign on to the service again. If the problem continues, proceed to the *Asking for Help, Communications Checklist* and then the *System Checklist* on page 7 of this section.

Session Error Codes

Error Code

Message and Description

Explanation and Remedy

CM 6

COMMUNICATIONS PROBLEM

The PRODIGY service and your computer are experiencing problems in communicating.

It could be one of several things. There may be temporary difficulties with phone lines (such as excessive noise). You may have loose modem cable connections.

Check the cables and sign on to the service again. If the problem continues, see *Asking for Help, System Checklist* on page 7 of this section.

CM 4

COMMUNICATIONS PROBLEM

There has been a loss of carrier.

This may be due to noise on the line, or Call Waiting, which will interrupt your PRODIGY service session. No recent activity in your session can also result in this error message.

You can temporarily disable the Call Waiting feature in most phone service areas. See *Section 1*, page 10. If the problem continues, see *Asking for Help, System Checklist* on page 7 of this section.

OMCM 9

COMMUNICATIONS PROBLEM

This message results from poor transmission quality or a network problem.

It indicates that a message expected by your computer was not received. Rather than have you wait for a message that isn't coming, we end the session. Sign on again. If the error becomes persistent (more than three times in one sitting), proceed to the *Communications Checklist* on page 7 of this section.

Asking for Help

If you should need help, Membership Services is available to serve you. There are a number of ways you can reach us.

On the PRODIGY Service

[JUMPSM]: **about prodigy** for a list of phone numbers, service hours and more.

[JUMP]: **ask prodigy** to send a message to Membership Services.

By Phone, Call:

1-800-284-5933 for help with installation.

1-914-962-0310 for help with billing, disks and modem orders.

Here Are A Few Tips on How We Can Be Most Helpful

- Have your PRODIGY service ID handy. (It's the first question we'll ask.)
- Know your access phone numbers and network symbols.
- Be at your computer when you call so we can work together effectively.
- If you received an error code, note the error code number.
- If your question or problem involves your computer, modem or other equipment, have the manuals that came with this equipment nearby.
- Review the checklists below, so that when we ask the questions, you'll already have your share of the answers. (You can note the information in the spaces we've provided.)

Together, we share the same goal — to get you signed on and enjoying the PRODIGY interactive personal service. Do we expect you to know the answer to every question on your Checklists? Absolutely not.

But the quickest way we know to get you started enjoying the PRODIGY service is to give you an advance idea of the questions we may ask. That way, together, we can get to the answers just as quickly and easily as possible.



System Checklist

- ___ What version of DOS are you using?
(See *DOS Considerations* in *Section 1*, page 13 or use the DOS **ver** command.)
- ___ Does your computer run in Turbo mode?
(Have you tried not running in Turbo mode?)
- ___ Do you run with TSR programs?
(See *Memory-Resident Programs*, *Section 1*, page 13. Have you tried *Start from Floppy/Run on Hard Drive Installation*, *Section 1*, page 7?)
- ___ Is your equipment identified by the install program?



Communications Checklist

- ___ Is your PRODIGY service access phone number entered correctly?
- ___ Are you using the correct network symbol?
- ___ Is your modem connected properly?
(Remember to have the user manual handy.)
- ___ Do you have a Hayes® or compatible modem?
- ___ Are the switches set correctly? (A question for advanced users.)
- ___ Are TSR programs being loaded when you start the computer?
(See *Memory-Resident Programs*, *Section 1*, page 13. Have you tried *Start from Floppy/Run on Hard Drive Installation*, *Section 1*, page 7?)
- ___ Do you have only one device assigned to each COM port?
(See *Port Conflicts*, *Section 1*, page 14.)
- ___ Does the modem get a dial tone? Dial? Connect?
- ___ Is the modem recognized by the install program?



Asking for Help

Install Program Checklist

- ___ How much random-access memory (RAM) does your computer have?
(The service requires 512K, but runs best with 640K.)
- ___ Are your *Installation Disks* readable?
(Check them in your drive with the DOS **dir** command.)
- ___ Do you have only one device assigned to each COM port?
(See *Port Conflicts, Section 1*, page 14.)
- ___ Does your computer run in Turbo mode?
(Have you tried not running in Turbo mode?)
- ___ Do you run with TSR programs?
(See *Memory-Resident Programs, Section 1*, page 13. Have you tried *Start from Floppy/Run on Hard Drive Installation, Section 1*, page 7?)
- ___ What type of monitor and graphics adapter do you have?
(Is it identified by the install program?)
- ___ Do you have your ID and password nearby?
(They're your address and key to your membership and to accessing the PRODIGY service.)

Frequently Asked Questions

By New PRODIGY Service Members

- Q** Can I run the PRODIGY service with memory-resident programs?
- A** We do not recommend it. (See *RAM Considerations, Section 1*, page 14.)
- Q** Can I bypass my memory-resident programs when running the PRODIGY service?
- A** Yes. Install the PRODIGY software as a "Personal Disk A" Member. See *Start from Floppy/Run on Hard Drive Installation, Section 1*, page 7.
- Q** How do I disable Call Waiting during my PRODIGY service session?
- A** In some areas, entering "*70," before your PRODIGY service access number will cancel Call Waiting for the duration of that session. Check with your local phone company.
- Q** I was disconnected while writing a long message. What happened?
- A** The PRODIGY service "times out" after extended periods of inactivity. Writing a message is not seen as online activity by the service. You might want to select [NEXT] and [BACK] occasionally to signal our computer that you're still there.

Frequently Asked Questions

By New PRODIGY Service Members

- Q** Is there a single source of information about the PRODIGY service that I can use as I need it?
- A** Yes. And it's online. To use it, [JUMP]: **about prodigy**.
- Q** Where can I find tips on commands, navigation shortcuts and tutorials?
- A** On the PRODIGY service. [JUMP]: **help hub**SM.
- Q** Can I install the PRODIGY service on more than one computer? For example, at home and at work?
- A** Yes. You can use the PRODIGY service wherever your computer can be connected to a phone line. And you can install the PRODIGY software on more than one computer. You can also use your ID and password on any computer with the PRODIGY software installed to READ MAIL, do your banking or anything else you do on your own computer with the PRODIGY service.
- Q** Can I sign on from another city or location?
- A** Yes. Consult the *Phone Book* or [JUMP]: **about prodigy** for the closest access numbers. If you don't have a phone number and cannot access the service, call 1-800-284-5933 and select the option for phone information.

Q Does the PRODIGY software support networks, “modem pools,” digital or multi-line phone systems?

A Not at this time. The PRODIGY software is designed to work with stand-alone computers with modems directly attached.

Q Does the PRODIGY software support the use of a mouse?

A Yes. You can adjust the mouse sensitivity by [JUMP]ing: **mousetool**. See *MOUSETOOL, Section 1*, page 11.

About Communicating with Other PRODIGY Service Members

Q When writing or reading a message, how do I get to the next page?

A [NEXT] or [Page Down] takes you there. You can also type the number of the page you want to go to in the page number field and press [RETURN].

Q When mail is sent to me during my online session, will the NEW MAIL indicator appear to notify me?

A No. The NEW MAIL icon appears only if there is new mail waiting when you arrive on the service. During your session, select **READ MAIL** from the JUMPwindowSM to see if any new mail has arrived.

About Monitors and Graphics Adapters

Q Can I change the colors or shadings of the PRODIGY service display?

A No, not at this time. However, a test pattern is available to help you adjust your monitor. Select [TOOLS] in the JUMPwindow.

Frequently Asked Questions

About Monitors and Graphics Adapters

- Q** Can I run the PRODIGY service with a monochrome monitor and an EGA, VGA or CGA color graphics adapter?
- A** In most cases, you can — but only if you can set the graphics adapter to use either Hercules[™] emulation mode, or CGA (depending on the type of monochrome adapter).
- Q** I have a standard CGA graphics adapter and monitor. Can I receive the PRODIGY service in color?
- A** No, because of the limitations in colors at medium resolution in the CGA adapter. You'll need an EGA, VGA, or MCGA graphics adapter to receive the service in color. For more details, [JUMP]: **about prodigy** and select **TECH TALK**, or see *Section 5*, page 4.
- Q** Can I get the PRODIGY service in color with a CGA monitor and an EGA graphics adapter?
- A** In most cases, yes. Your EGA graphics adapter is capable of supporting a CGA monitor. The low-resolution EGA graphics mode (available when you install) should work in this configuration.

About Other Equipment and Mechanical Topics

- Q** How can I print PRODIGY service screens?
- A** Printing is available only where the print option is displayed, either on the screen or in an options menu.

Q Can I use my phone while online with the PRODIGY service?

A Not unless you have a separate phone line for your modem. During your session, the phone line connected to your modem is communicating with the PRODIGY service.

About Doing Your PRODIGY Service Household Housekeeping

Q How do I enroll other members of my household in the PRODIGY service?

A The membership holder (the member who enrolled first and whose ID ends with "A") can [JUMP]: **add member** or select [TOOLS] from the JUMPwindow to enroll up to five additional members of the household in the PRODIGY service at no extra cost.

Q Which password do household members use when signing on for the first time?

A They must use their new ID and the ORIGINAL temporary password that is displayed as part of the **add member** instructions in the preceding answer.

Q I recently married. How do I change my name in my PRODIGY service records?

A Select [TOOLS] from the JUMPwindow. (And congratulations!)

Q How can I change my address or phone number?

A Only the membership holder can do this by selecting [TOOLS] from the JUMPwindow.

Frequently Asked Questions

About Doing Your PRODIGY Service Household Housekeeping

- Q** How do I change my password? And how often should I?
- A** It's easy to do. [JUMP]: **change pw** or select [TOOLS] from the JUMPwindow. Change your password as often as you like. We recommend changing it regularly for the sake of privacy.
- Q** What should I do if I lose my ID or password?
- A** Contact Membership Services (see page 7 of this section). For security reasons, there are special procedures regarding lost password information.

About Shopping on the PRODIGY Service

- Q** I saw an ad at the bottom of the screen that interested me, but it disappeared before I could look. How can I go back to see it again?
- A** Select **ADS** from the JUMPwindow, from the REVIEW window, or [JUMP]: **ads**.
- Q** Are my credit cards accessible to other household members?
- A** Only if you tell them your unique password, and have stored the credit card numbers using [TOOLS]. Your password helps assure that you control purchases made with your credit cards on the PRODIGY service.
- Q** How can I know whether I *have* or *have not* made a purchase?
- A** You must select [ACTIONSM] to make a purchase. You are asked to confirm orders before selecting [SEND] to actually place them. You are also assigned a unique order number which you should write down. If you have a printer, you can print a copy of the order for your records.

Q What if I have questions about an order placed through the PRODIGY service?

A Send the merchant an online message. You'll discover a new level of personal service that only shopping on the PRODIGY service can provide.

Q Why do I see references to some products and services that aren't available to me?

A Some products and services (such as grocery) may not be available yet in the area in which you live (but we're working on it).

Q Is there some way that I can "practice before I purchase?"

A Yes. There are a number of tutorials available. [JUMP]: **tutorials**.

5.

Advanced Topics

*A fascinating look at the nuts and bolts of
the PRODIGY® service.*

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Why the PRODIGY Service is Unique

The PRODIGY service is the first service accessed by phone via modem that makes full use of the computing power of your computer. When connected to the service, practically all application programs run on your computer, not on the “host computers” as is common to most other services. This unique approach has given new meaning to the phrase “distributed computing.”

The PRODIGY software you installed on your computer contains three major functions: *communications*, *graphics decoding* and *application interpretation*.

Communications — The communications function provides for connection to the PRODIGY service (via the telecommunications network) and for all of the control necessary to exchange information between your computer and the service.

Graphics Decoding — The PRODIGY service is a graphics-based service. The old adage “a picture is worth a thousand words” also applies to graphics. It generally takes much more than a thousand words to describe a graphics picture. Since thousands of words mean long transmission times, the most efficient way to describe graphics was needed. And, since there are so many different graphics adapters in the computers supported by the PRODIGY software, the method of describing the pictures needed to be understandable by all supported computers.

The choice for graphics description that was made is based on the North American Presentation Level Protocol Standard, or NAPLPS. All of the graphics you see on the PRODIGY service were described in NAPLPS format, interpreted, and then displayed on your monitor by a program called a “decoder.”

The decoder provides the capability to display the same picture in mono-chrome or color, low or high resolution, on your computer. A typical graphic image displayed by a computer with a high resolution adapter can require as many as 150,000 characters of description to create the image on the screen. Since a NAPLPS picture may require as few as 1000 characters of description, the decoder makes graphics on the PRODIGY service possible.

There are different versions of the decoder for different computers, but the NAPLPS graphics description is the same for all machines.

Application Interpretation — Most of the PRODIGY software application programs actually run on your computer. This requires that each application be able to run on all computers that the PRODIGY service supports. This is accomplished with an application interpreter. Application programs are either stored on your computer, or are sent to your computer over the network when requested by the PRODIGY software. The applications are then converted to the instructions your specific computer understands by the application interpreter.

Because of the work done by the interpreter, only one version of each application need be written for all supported machines. This is why the PRODIGY service functions the same on all computers.

How the PRODIGY Service Works

When you connect to the service, the PRODIGY software on your computer sends your ID and password up to the host computer to verify that you are a member and that you have keyed your proper password. From that point on, your computer is in control. Your actions call up applications, which in turn request more applications, graphics and data as you progress through your PRODIGY service session.

Space is set aside on your computer (in files named CACHE.DAT and STAGE.DAT) for saving applications and graphics you use on a regular basis (such as the basic Weather Map without the current weather, which is overlaid). As requests for additional applications or different graphics are made, the software looks in the CACHE.DAT file first. If the item you requested is there, the application or graphics are put into memory and made available to you. The CACHE.DAT file is emptied when you disconnect from the service.

If what you requested is not in CACHE.DAT, then the request is made to STAGE.DAT. If it's found, it is put into your computer's main memory and made available to you. If not, the request is sent through the communications link to the PRODIGY service network.

Within the network (usually in your calling area) there is a small computer that has a large file containing up-to-date applications, graphics and data. If your request can be satisfied by this local computer, the applications, graphics and data will be sent to your computer. If not, the request is passed on to the PRODIGY service host computer, where the request is satisfied and the application, graphics or data is sent to your computer. If the request is for rapidly changing data (such as sports scores for games in progress), the request by your computer is sent all the way to the host, bypassing the request mechanisms in between.

All of this takes place in seconds, in most cases without having to access the PRODIGY service host computer. Since the host computers are not continually accessed, large numbers of members can use the service at the same time. This technique helps us to provide a low-cost service to you.

Keeping You Up to Date — There are mechanisms that keep all of the applications and graphics stored in your STAGE.DAT file on your computer up to date, should there be a change since the last time you connected to the PRODIGY service. This update is taking place when you see pauses as you use the service if you haven't signed on for a long time.

What About Performance?

Since your computer is running most of the PRODIGY service applications, the speed of the service is directly related to the speed of your computer.

And since frequently used applications and graphics are saved on your floppy disk or hard drive, a larger STAGE.DAT file means that more of the applications and graphics can reside on your computer. If more applications and graphics are available in your machine, the speed of the service will be faster. You would experience a slightly faster service if you ran the service out of a RAM disk, but you should always remember to copy the STAGE.DAT file back to your floppy or hard drive at the end of the session to ensure that you have the latest application software and graphics.

Since there are many cases when you must get data, applications or graphics over the phone line, a faster modem will result in your seeing a faster PRODIGY service.

What the Install Program Does

We mentioned that the *Installation Disks* that came in your Start-up Kit contain communications, graphics decoder, and interpreter software. You know that when you access the PRODIGY service you also need files that contain your frequently used applications and graphics. The install program copies all required programs to your floppy or hard drive and builds STAGE.DAT and CACHE.DAT files, “seeding” the STAGE.DAT file with a set of applications and graphics that you may access. The install program also:

- Identifies the graphics capability of your machine
- Builds a “custom” decoder so that the PRODIGY software can display its graphics on your machine
- Identifies where your modem is connected and your modem speed
- Identifies where your printer is connected.

As you go through the install program you will see some additional capabilities as well. For example, if you have certain graphics adapters you can select higher resolution graphics to be displayed. Higher resolution means crisper letters and pictures at some price in performance.

The install program places a PRODIGY.BAT file on your floppy disk or in the root directory of your hard drive. This file allows you to call the PRODIGY software by typing **prodigy** at the DOS prompt.

Graphics Adapters

Compatible PCs come with many different types of graphics adapters. The adapter provides the electronics to drive the CRT display (or monitor).

The adapter determines how many dots can be displayed on your monitor and how many colors each dot can have. There is a tradeoff between the number of colors and the number of dots. For example, a Color Graphics Adapter (CGA) has modes for either *lots* of dots and *few* colors, or for *few* dots and *lots* of colors. The modes are selected by software and can be changed by any program written to do so. Originally, the purpose of the different modes was to optimize for either text or graphics viewing, since the early adapters were not capable of both high quality text and fine graphics at the same time.

Two of the CGA modes are: (1) 640 X 200 dots with two colors each, and (2) 320 X 200 with 4 colors. Lots of dots means that text is clearer. The PRODIGY service requires a minimum of 320 horizontal and 200 vertical dots to display PRODIGY service text and graphics. The CGA mode chosen for the PRODIGY service is 640 X 200 dots with two colors (black and white), because the four colors available at 320 X 200 dots were not pleasing to the eye.

The Enhanced Graphics Adapter (EGA) is capable of displaying as many as 640 X 350 dots with a choice of 16 colors out of a possible 64, resulting in crisper text as well as a more exciting color palate. The PRODIGY software supports several modes for the EGA adapter (320 X 200, 640 X 200 and 640 X 350), all with 16 colors.

The Video Graphics Array (VGA), introduced on many of the IBM® PS/2® family of computers, is capable of 640 X 480 dots with 16 out of a possible 256 colors. It also has many other modes, including the EGA modes mentioned. The 640 X 480 with 16 color mode is good for both graphics and text. The PRODIGY software supports several modes for the VGA (320 X 200, 640 X 200, 640 X 350, and 640 X 480), all with 16 colors.

The MCGA, available on some PS/2 models, is an improvement over the CGA. It has a 320 X 200 mode that is capable of displaying up to 256 colors out of a possible 256,000. The MCGA is also capable of other modes, but since the PRODIGY service requires a full 16 colors or no color, the PRODIGY software only supports the 320 X 200 mode for the MCGA.

The Hercules™ monochrome adapter, on the other hand, is capable of displaying 720 X 348 dots with only two colors. This provides crisp text and graphics, but no color.

The Tandy® 1000 series of computers is equipped with a different adapter. The Tandy adapter has many modes, but since 16 colors are supported in the 320 X 200 mode, this is the only mode that the PRODIGY software supports.

Graphics Adapters and Resolution

• CGA	works with the PRODIGY service, but only in monochrome
• EGA	works at 320 X 200, 640 X 200, or 640 X 350 resolution
• VGA	works at 320 X 200, 640 X 200, 640 X 350, or 640 X 480 resolution
• MCGA	works at 320 X 200 in color or 640 X 200 in monochrome — found only in PS/2 models 25 and 30
• Hercules	works at 720 X 348 in monochrome only
• Tandy 1000	works at 320 X 200

Choices of Resolution — The install program gives you choices of resolution with the EGA, VGA and MCGA. This is because the choice of resolution affects the speed at which you see the service. If you have a standard PC with 512K of RAM, you may want to choose a lower resolution so that the service runs at the fastest speed possible. If, on the other hand, you have a fast machine with 640K of RAM, you may be willing to sacrifice some speed for crisper graphics.

The install program defaults to the 320 X 200 resolution. You can choose a resolution other than 320 X 200 by positioning your cursor on DISPLAY TYPE when "CONTINUE. All correct" appears on the screen, pressing [RETURN], and selecting a different resolution. If you have EGA or VGA, the 640 X 200 resolution may be a good compromise because the graphics will look better, with minimal sacrifice in speed. If, after you complete the install process, you would like another resolution, repeat the install process.

How the PRODIGY Software Deals with Modems

Your modem is the device that converts the computer data (digital) to phone data (analog) for transmitting, and from phone data to computer data for receiving. There are always two modems in a communications link — one at each end.

No two “compatible” modems are exactly alike. Despite claims of compatibility between modems from different manufacturers, there can even be differences between modems from the same manufacturer, with the same model number, built a year apart.

The PRODIGY service depends on your modem to send and receive large amounts of data during every session — much more than a text-only service. This reliance also taxes compatibility.

The install program identifies the port to which your modem is connected and whether the modem operates at 1200 or 2400 bps. The program then puts this information into the CONFIG.SM file in your PRODIGY sub-directory.

The first time you load the PRODIGY software to access the service, the software sends a request to your modem for its ID and checksum. When the modem responds, the software uses the response to search a table of modem settings in a file named MODEMS.TXT. If there is an entry for this response in the table, the entry is copied into modem_str: in the CONFIG.SM file. If there is no entry for your modem, the default string is taken from the MODEMS.TXT file and your modem's ID and checksum replace the default values. The first two fields, separated by commas, therefore contain your modem's response to the request for ID and checksum. The rest of the fields of the string are used to control your modem.

The second and successive times that you load the PRODIGY software, the request for the ID and checksum is sent to your modem. The modem's response is then compared to the first two fields in the modem_str: entry in the CONFIG.SM file. If they compare "equal," this string is used to control the modem. If, since the last time you loaded the PRODIGY software you have changed your modem, a new string is pulled from MODEMS.TXT and written to the CONFIG.SM file.

Since the MODEMS.TXT file cannot contain a string for every modem and variation of modem, there is a possibility that if your modem is not on the list and is "non-standard" in some way, it may not work properly. If you encounter difficulty in accessing the service (the modem doesn't dial, it doesn't connect, etc.), you may have an incompatible modem. In this case, go to the *Communications Checklist* in Section 4, page 7.

Modifying the Modem String – If you're familiar with your modem and are willing to experiment, you can append modem commands to the end of the modem_str: command in CONFIG.SM. Any commands that you append to the modem_str will be sent to the modem following the commands sent by the PRODIGY software. To append commands, simply add "•AT" at the end of the modem_str: command in CONFIG.SM and key the commands that you want sent to your modem. If your modem is placed into command mode by + + +, you need not add this to your list of commands.

We recommend that you edit your modem string command using the MODEMSTR utility provided (it is in the PRODIGY sub-directory for hard drive members and on “Personal Disk A” for floppy disk members). To use the utility, type: **modemstr** and follow the instructions on the screen.

Example of adding modem commands to modem_str:

If you look into CONFIG.SM (using **type config.sm**), you may see the following command string:

```
modem_str:242,243,,2400,+++,CR,CRLF,1,6,6,N,30,50,3,6,32,N,N,,?,S0,,S2,,,S6,S7,,  
S9,S10,,S12,,,,,,V1,Q0,,,X4,,D,T,P,M1,H,,,,,,OK,0,CONNECT,1,RING,2,NOCARR  
IER,3,ERROR,4,CONNECT 1200,5,NO DIALTONE,6,BUSY,7,NO ANSWER,8,CONNECT  
2400,10,,,,,,
```

If you wanted to add the commands S7=10 and M0, you would add these to the end of the modem_str as shown:

```
modem_str:242,243,,2400,+++,CR,CRLF,1,6,6,N,30,50,3,6,32,N,N,,?,S0,,S2,,,S6,S7,,  
S9,S10,,S12,,,,,,V1,Q0,,,X4,,D,T,P,M1,H,,,,,,OK,0,CONNECT,1,RING,2,NOCARR  
IER,3,ERROR,4,CONNECT 1200,5,NO DIALTONE,6,BUSY, 7,NO ANSWER,8,CONNECT  
2400,10,,,,,,:ATS7=10M0
```

Note that the “:AT” and the two commands were added to the end of the modem_str string.

Saving Modem Register Values — If you have set your modem register values specifically for use with another application, you can retain those settings by modifying the modem_str in CONFIG.SM. Simply change the value in column 11 of the modem_str: from N to Y. This saves your modem registers prior to initialization and restores those settings when you [EXIT] from the service.

Memory-Resident Programs

Terminate and Stay Resident Programs (TSRs)

There is a whole set of programs capable of running “in the background” while you are running other applications. These programs are usually loaded before you run your main applications, often by adding their name to the AUTOEXEC.BAT file. When you turn your computer on, the AUTOEXEC.BAT file causes the TSR programs to be loaded automatically. Once loaded into memory, these programs are usually called up by a special sequence of keys and have pop-up menus. These programs allow functions such as printing, notepads, calendars and keyboard macros which can be very useful. Mouse drivers (the program that makes the mouse work) are usually memory-resident programs as well.

These TSRs often cause problems with PRODIGY software applications that try to use the same devices that the TSRs are trying to use. For example, a TSR pop-up menu can often destroy the screen of a graphics program. An automatic dialer TSR can interfere with a communications application. This is because the TSR programs are trying to run at the same time as other applications without the main application knowing this.

TSRs also take memory away from your applications. Less memory can slow many applications down and, in some cases, prevent them from running at all.

The PRODIGY software depends on the graphics adapter, the communications port and the mouse, and runs fastest when it has the most memory. For these reasons, there is a likelihood that your TSRs may have an effect when you are accessing the PRODIGY service. If, on the other hand, you have a very fast machine, lots of memory, and well-written TSRs, your chance of a problem caused by a TSR is greatly reduced.

If you have no hard drive, the install program creates a floppy disk that you use to start your computer. This technique allows the PRODIGY software to load and run without TSRs. Because of this, TSR interaction is usually unique to members who boot and run from hard drives.

Effects of TSR Interaction

It is impossible to anticipate all the possible effects of TSRs running with the PRODIGY software. With this in mind, there are several typical symptoms that indicate problems that can be caused by interaction with a TSR program :

- **The PRODIGY software cannot load.** In most cases the effect of this will be an error screen saying "the PRODIGY software cannot load due to insufficient memory." In some other cases you may just see a blank screen.
- **The PRODIGY software screen "hangs."** This is the most common effect of TSR interaction. The "WORKING" icon is on and nothing appears to be happening for longer than 5 minutes. Eventually the phone line gets disconnected and you are forced to press CTRL-ALT-DEL or turn the power to your machine off, then on again, to get going.

- **You cannot access the PRODIGY service.** In this case, you are able to load the PRODIGY software, dial the modem, and maybe even start to get the first screen when you get a communications error. This effect usually occurs with TSRs that have the capability to dial your phone.
- **Unpredictable “extra” graphics appear on the screen while you are on the PRODIGY service.** There have been cases where strings of strange looking graphics appear somewhere on the screen. In many of these cases the TSR has some graphics capability.

Actions You Can Take if You Use TSRs

If you do have TSRs and have experienced problems with them, use the *Start from Floppy / Run on Hard Drive Installation* technique in *Section 1*, page 7. This will put the PRODIGY software on your hard drive and create a boot disk that allows you to load the software without your TSRs.

If you'd like to experiment with running the PRODIGY software and TSRs after you install the PRODIGY software, go to the PRODIGY sub-directory, type: **prodigy** and press [RETURN]. If you run without problems, you won't need to boot from the “Personal Disk A” you created. If you do encounter problems, boot with “Personal Disk A” and your problems should disappear. If you use a mouse, instructions for copying its driver to your “Personal Disk A” are included in *Section 1*, page 12.

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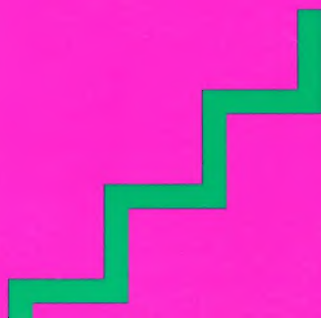
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